



PHONE NUMBER INFORMATION DATA SERVICES

Service Level Agreement

Service information, support procedures and access details.

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2. About num-iD

num-iD provides carrier-grade phone number information services that help operators, messaging providers, aggregators and enterprises route voice and SMS traffic accurately, validate numbers, and protect against fraud.

Our services return up-to-date routing, ownership and live-status information for E.164 telephone numbers. Data is sourced from number portability databases, numbering-range information and live network signalling, and is aligned with GSMA Mobile Country Code (MCC) and Mobile Network Code (MNC) identifiers.

We deliver these services over a simple, secure HTTP/S query interface engineered for high throughput and low latency, enabling real-time identification of the serving network and thereby reducing termination costs and improving delivery quality.

<300 ms p95
MNP RESPONSE

<800 ms p95
HLR RESPONSE

100+
COUNTRIES IN
PRODUCTION

99.95 %
SUCCESS RATIO

For further information, please visit num-id.com or contact your num-iD account manager.

3. Our standard Service Level Agreement (SLA)

To report an issue, please raise a ticket with the num-iD support team by sending an email to support@num-id.com.

The procedure below describes how num-iD handles trouble tickets. Your participation in this process enables num-iD to provide prompt resolution of reported issues.

PRIORITY / ISSUE DEFINITION	DESCRIPTION	TARGET SLA
Priority 1 OUT OF SERVICE (OOS)	No connectivity between the customer and num-iD. All queries failing for a single country or for all countries.	num-iD escalates to an on-call engineer within 1 hour.
Priority 2 IMPAIRED SERVICE	Incorrect porting information. Incorrect operator code or operator name returned.	Target resolution within two working days.
Priority 3 NOTIFICATION	Maintenance, monitoring or testing.	Handed to the num-iD systems team, who will notify via email.

num-iD support is available 24/7.

Please include the following information in your report (items marked with an asterisk * are mandatory):

- Company name. *
- A description of the issue, including customer-experience details where possible. *
- A sample query (and, where possible, a PCAP trace) that reproduces the issue.

num-iD will acknowledge your report and confirm it is being investigated. The reply will carry a subject line containing a **Trouble Ticket Number (TTN)** generated for the report. Please quote this TTN in any further contact regarding the same issue. num-iD will provide an update at least every 24 hours until the issue is resolved.

4. Escalation process

Your account team proactively monitors the service to ensure smooth and continuous operation. Should an issue arise, num-iD is committed to the prompt response and timely resolution of trouble tickets.

FIRST LEVEL CONTACT

Team	num-iD Network Operations Centre (NOC)
Hours	24/7
E-mail	support@num-id.com
Phone	+351 300 529 780

SECOND LEVEL CONTACT

Name	Account Manager
E-mail	Account Manager
Phone	Account Manager

THIRD LEVEL CONTACT

Name	Alex Rodríguez — Director
E-mail	alex.rodriguez@num-id.com

COMMERCIAL ESCALATION

For commercial matters, please contact your num-iD Account Manager in the first instance.

To escalate, contact **Alex Rodríguez, Director** at alex.rodriguez@num-id.com.

4.1. How to access our service

num-iD provides access to its services over a secure HTTP/S query interface.

Authorisation is based on registered source IP addresses: queries are accepted only from the IP addresses registered with num-iD. No API key, username/password or token is required. Requests to add or remove source IP addresses may be submitted at any time to support@num-id.com.

```
# Endpoint  
https://api.num-id.com/query/{number}?service=mp|hLr
```

All dates and times across the num-iD service — including the customer portal, CDRs, invoices and data exports — are expressed in **Coordinated Universal Time (UTC, GMT+00:00)**.

Your technical documentation — the HTTP interface specification and the response parameters and values — is available at num-id.com/resources.

5. Customer portal

As a num-iD customer you have access to our online portal at <https://portal.num-id.com/>, where you can:

- Review your CDRs (call detail records) and query history.
- View and download your invoices.
- Check your account balance and credit in real time.

To access the portal, use the link on our website or go to <https://portal.num-id.com/> and sign in with your registered email address. For first-time access, you will receive your sign-in instructions by email at the address you provide to us. Should you experience any access issues, please contact support@num-id.com.